Knowle West Web User Guide

This guide will provide you with the instructions and information to help you get started using a computer. It will direct you to a training website where you can develop your skills. Useful contacts are included at the bottom including FREE Training with Gerry Painter at KW Online (training delivered at KWW Computers, 6 The Square, Knowle BS4 2SS) tel: 07941 435262.

1. Turning on the Computer

Switch the computer on by pressing the on/off button. This is usually a circular button, though it may look like a circle with a vertical line cutting through the top of it.

2. Logging into your Personal Account

The first screen you will see when the computer has loaded will be the login screen. A box will appear prompting you to input your unique user name and password. Use the mouse to position the cursor over each box and 'left click' to create a blinking vertical line within the box. Then use the keyboard to type your user name and password and press the enter key.

User names and passwords are often 'case sensitive', which means that if you set up your password to include capital letters you must use them at the login screen. You can alternate between uppercase (ABC) and lower case (abc) letters by tapping the CAPSLock key. If the small light beside the key is illuminated then CAPSLock is on and everything you type will be capitalized.

You can write down your username and password here so you can remember them when you need them:

User Name:

Password:

3. Using your Desktop

When you have successfully logged in you will be directed to your desktop. This is the main screen or 'background' to your computer, where icons representing different programmes are displayed and can be selected.

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As a participant in Knowle West Web you will receive an energy meter to monitor your energy use. The data it collects will be analysed in a research project undertaken by KWEST Research.

5. Connecting to the Internet

- Move the mouse over the desktop so that the cursor rests on top of the Firefox symbol – a 'shortcut' to your web browser. Double click the left mouse button and a new screen or 'window' will appear.
- Move the cursor to the very top of the window and position it over the thin horizontal box - the address field. Left click on the box at the end of the address (the unique code beginning with the initials www.) and press the backspace key on the keyboard until you have deleted it. Then type out the web address of the website you want to visit. Left-click on the green arrow to the right of the box or press the enter key to go to the website.

There are a number of free courses available on the Internet that will guide you through the basic steps in operating a computer. Type the web address www.myguide.gov.uk into the Internet browser and press enter. Left click on the pink box labelled 'Welcome Courses (Starting)' and, when this has loaded, click 'Starting with Computers'. To begin the course, click on the 'Start' button.

6. Shutting down your computer safely

Left click the small, square red button in the top right corner of the desktop screen, then click 'Shut Down' on the menu that drops down. A box will appear asking you to confirm that you want to switch the computer off. Left click 'Shut Down', or wait 60 seconds for the computer to turn off automatically. To halt the shutdown, left click the 'Cancel' button.

7. Maintaining your Wireless Connection

It is vital that you keep the wireless connected (the white box switched on) at all times, even when your computer is off. Everyone on Knowle West Web is linked through the Internet: turning your wireless off could cause someone to lose their connection!

Need Help? If you are encountering a problem or you have a query please contact:

FREE Training   Gerry Painter at KW Online   07941 435262
(Free training delivered at KWW Computers, 6 The Square, Knowle BS4 2SS)
Connection Problems   Bristol Wireless   0117 325 0067
Energy Meter Queries   Misty Tunks at KWMC   0117 903 0444
Other Queries   Makala Cheung at KWMC   0117 353 2895